



Case Study

Cost savings and higher user satisfaction in one year after transferring subscriptions to SwetsWise

The University of Huddersfield in the UK transferred their subscriptions to Swets in 2009 because they were not happy with the service from their existing supplier. Over the year Swets have proved to deliver a quality service and University of Huddersfield have established a good relationship with the company. This document explains why the University of Huddersfield decided to transfer to another agent. It also outlines the transition process and highlights the positive effects on user satisfaction and savings in staff costs over the past year.

There were a wide range of issues for the Journals Librarian and team to address, many of which caused problems for the user and also staff time in sorting them out. They included loss of access to electronic and print content as well as invoicing and subscription renewal problems. The chasing up of these problems took a considerable amount of staff time and caused a degree of frustration.

The effect on End Users

More important than direct staffing costs to the service were the effects these caused for the end users. There had been lengthy disruption of online access to some important titles and a number of print titles ordered for site libraries were not received over a period of two years.

Decision to move

The Technical Services Manager and the Journals Librarian came to the conclusion that for the overall benefit of both the library and its end users, it was crucial to change their subscription agent. There were some objections at first – there were questions concerning swapping to Swets' SwetsWise Online Content as the existing platform was well used, the difficulty in moving all the titles over to another agent and the prospect of all the disruption that this would cause. Swets was able to assure University of Huddersfield of both the care they would take with the transfer and the suitability of their online tools.

“We have had no regret whatsoever in transferring to another journal subscription agent. We are really pleased to work with the high quality of service from Swets”

Eileen Hiller, Technical Services Manager, University of Huddersfield

Challenge

The University of Huddersfield in the UK was facing constant problems concerning subscriptions which made it extremely difficult to serve their end users the way they wanted and it took a lot of their time. In addition, accessing information was a challenging task for their users.

Solution

The University of Huddersfield required a new subscription agent that could deal with all issues relating to the acquisition, access and management of subscriptions and would be proactive in dealing with queries.

Results

The number of queries has reduced significantly during the past year, which has contributed to the team being able to cope with a reduced staffing level. This has reduced costs significantly. Huddersfield is extremely pleased they made the decision to move and feel that Swets has made the process of transfer as smooth and painless as possible.



The Transfer

Overall, the transfer went extremely smoothly. That isn't to say that it was 100% perfect – there were a few hiccups, but where these occurred the problems were cleared up quickly. Considering this was a complete transfer of business, there was actually far less disruption than in a previous transfer of business. In fact the transfer had been achieved so easily that it was possible for the team to also add all of Huddersfield's online titles to a new Link Resolver in the autumn term (over 30,000 titles).

1 Year On

It has now been a year since the start of the process and the Library Journals team are extremely happy with the new arrangement. The number of queries has reduced significantly during the past year, which has contributed to the team being able to cope with a reduced staffing level. This has reduced costs significantly. The team is now working with one less member of staff than a year ago, with significant savings also being made because the queries that are sent to Swets have been followed up in a timely manner. The position of the end user has also improved. There are far fewer queries, and those that are sent through are dealt with quickly and treated as an urgent issue by Swets. The data within SwetsWise is maintained by Swets and is up to date.

SwetsWise is the right platform from where you can easily acquire, access and manage subscriptions. Additional functionalities, that can be tailored to your needs, make it a complete platform which is easy to use .

Find a business solution that is right for your company.
Contact your Swets representative or visit www.swets.com

Swets

Swets is the world's leading subscription services company. We build on more than 105 years of experience to maximize the return on investments in time and money for private and corporate organizations and publishers in today's complex information marketplace. With clients in over 160 countries and more than twenty offices around the world, Swets provides the most comprehensive and sophisticated e-commerce platform currently available in its field.

Swets is the only subscription services company that is ISO 9001:2008 certified on a global basis - a testament to our stringent operation and client service procedures.

SWETS

Swets Simplifies